

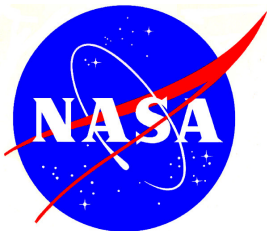


Integrated Financial Management Program

Core Financial

*Course Name: Customer Payment
Processing*

Course Guide



National Aeronautics and
Space Administration

Introduction

As the trainer, use this guide during the delivering of training. It provides information to share with end-users during the course conduct.

Course Structure

This course covers the basic SAP functionality end-users need to perform specific activities pertaining to their roles. End-users may obtain information beyond this scope outside of class from the On-Line Quick Reference (OLQR) tool or from designated Super-users.

Trainer Role

A trainer role in this training session is to:

- Provide end-users with the information they will need to learn the new skill set.
- Provide end-users with guidance and coaching as they learn the new skills.
- Maximize the hands-on practice time.
- Ensure the objectives of the course are met.

Course Significance

SAP provides a means to accurately record and efficiently process payments received from customers. The process helps ensure data accuracy by automatically carrying over relevant fields from customer profiles in to each new screen; helping to eliminate mismatched or multiple entries as a result of continuous reentry. The process also provides a more accurate statement of NASA's receivables since it instantly updates information after data is entered. This process will enhance your skills and reduce the clerical burden that is currently levied on payment processing professionals.

Course Structure

This course is structured so that the amount of hands-on practice utilizing SAP is maximized. Each of the topics is organized around the following structure:

Content

Lecture material is provided by the trainer on new roles, SAP concepts, processes, and principles.

Content Review

The trainer reviews key topic information at the conclusion of each topic.

Scenario

The trainer provides a description of a typical situation that will be used to practice the business activity within SAP.

Scenario Example: A Receiver in the Purchasing department is responsible for physically receiving and verifying that goods or services have been delivered. A shipment of goods has just arrived into the office, display the procurement documents and record the receipt of goods.

Demonstration

Trainer shows end-users how to perform the business activity in SAP.

Exercise

End-users practice the activity in the SAP training database.

Agenda

- Introduction – 0:10 hr
- Background Knowledge – 0:25 hr
- Topic 1: Analyze Collections – 0:25 hr
 - Activity 1: Receive and Analyze Collection Register Log 0:25 hr
- Topic 2: Record Down Payments and Other Identified Unbilled Payments – 0:50 hr
 - Activity 1: Record Down Payments and Applicable Statistical Charges 0:25 hr
 - Activity 2: Apply Payment Received Information for Other Identified Payments 0:25 hr
- Topic 3: Apply Payments to Open Items – 0:40 hr
 - Activity 1: Post Payments – Payment is Not Equal to Receivable (Pay Less Receivable) 0:40 hr
- Topic 4: Process/Record Unidentified Payments Received and Their Subsequent Reversal – 0:35 hr
 - Activity 1: Post Payment Received to a Suspense Account 0:20 hr
 - Activity 2: Reverse Suspense Account Posting 0:15 hr
- Topic 5: Reset/Reverse or Reverse Only Payment – 0:30 hr
 - Activity 1: Reset/Reverse Payment Posting 0:20 hr
 - Activity 2: Reverse Only Payment Posting 0:10 hr
- Summary – 0:25 hr
- Total Course Time – 4:00 hrs